



January 2011 Paratransit Operational Report



Quality Service Indicators

	Jan. 2011	YTD
Preventive Maintenance On-Time	100%	100%
Complaints	1	6
Reportable Accidents	3	3
On-Time Performance	93%	93%



Notes

"Reportable accident" refers to an accident when the Transit driver is at fault.

YTD = Year to date

January Statistics

Total eligible for paratransit on January 31, 2011:
1,299

Number of individual passengers who utilized paratransit: 588

Completed paratransit trips:
10,705

Wheelchair: 53%
Ambulatory: 47%

Completed paratransit trips during evening hours (8 to 10 p.m.):
227

Average paratransit trips per day, completed:
Weekdays:
529
Saturdays:
119

Average trip length: 5 miles

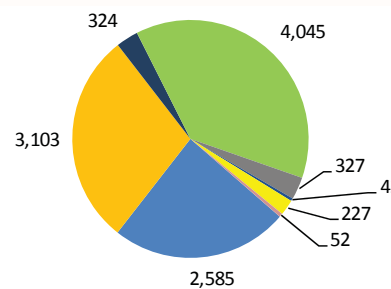
Average trip time:
22 minutes

Cancellations:
Advanced cancel:
1072
Same day:
1384
No Show:
81
Door cancel:
73
Late cancel:
35

Completed non-ADA trips (8:01 to 10 p.m.): 98

Ridership

Ridership Summary		
Jan. 2011	Jan. 2010	Change
10,973	10,001	+9.72%
2011 YTD	2010 YTD	Change
10,973	10,001	+9.72%



■ DakotAblities
■ Daybreak
■ Medicaid
■ Evening Demand Response (DR)
■ SD Achieve
■ SAM-Day
■ Courtesy-Interview
■ Cayman



Expenses

Net Expense Per Passenger		
Jan. 2011	Jan. 2010	Change
\$25.79	\$30.60	-15.7%
2011 YTD	2010 YTD	Change
\$25.79	\$30.60	-15.7%

Revenues

Revenue		
Jan. 2011	Jan. 2010	Change
\$16,881	\$12,760	+32.3%
2011 YTD	2010 YTD	Change
\$16,881	\$12,760	+32.3%

